



UNITED STATES ARMY CONTRACTING COMMAND, EUROPE

GOVERNMENT PURCHASE CARD (GPC) PROGRAM

CUSTOMER AUTOMATION & REPORTING ENVIRONMENT (C.A.R.E.) TRAINING





ADP REQUIREMENTS

VERY IMPORTANT!!!

PC Pentium 120 MHz or higher

**32 MB memory 64 MB recommended to run reports
Windows 95, 98, 2000, NT4.0 or higher**

Browser with 128 bit encryption required

Internet Explorer 4.01

Netscape Communicator 4.50 or higher

33.6 Modem or higher or a LAN connection

IMO Support – Down Load JAVA Applets




C.A.R.E. TRAINING

[HTTPS://CARE.USBANK.COM](https://care.usbank.com)

Address <https://care.usbank.com/> Go Links >>

usbank.

 **C.A.R.E.**
Customer Automation & Reporting Environment

USBank License Agreement

Customer Automation and Reporting Environment Terms of Service

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF CARE

The Customer Automation and Reporting Environment (the "CARE"), owned and operated by U.S. Bank National Association ("U.S. Bank"), is provided to the customer under the terms and conditions of this Customer Automation and Reporting Environment Terms of Service (CTS) which incorporates by reference any operating rules or policies that may be published by

☐ **I Accept** **I Decline**

↑

To login, go to the above site and click on "I ACCEPT".



C.A.R.E. TRAINING

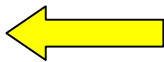


Username:

Password:

Login

On-Line
Registration




Help

Forgot your password? [Click here](#)

Approving Officials will receive their Username and Password from the RCO. Cardholders can create their own Username and Password by clicking on and completing the On-Line Registration section.



C.A.R.E. TRAINING



[E-Services](#)[U.S. Bancorp](#)


[Cancel](#)[Help](#)[Log Out](#)

Member FDIC
© U.S. Bancorp
2001

On-Line Registration Account Validation

Relationship registration code: *
User profile code: *

OK



[Top of the Page](#)



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E-ServicesU.S. Bancorp

On-Line Registration

Cancel

Help

Log Out

Account Number*	Zip Code*	Expiration Date*
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK

Add More Accounts

Zip Code:1st 5 digits

Expiration Date:Must be as shown on Card (00/05)

Member FDIC
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Top of the Page



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usbank. **E-Services** **U.S. Bancorp**

On-Line Registration

Submit **Enter Contact Information**

Cancel

Help

Log Out

First name* Middle initial:

Last name*

Address 1* Unit/CMR #

Address 2* GPC Official

City* APO

State/Province* AE

Country* UNITED STATES

Zip code* -

or

Foreign postal code:

Phone* ##### No Dashes

Fax:

Enter Password Information

User ID*

User Verification* MOTHER'S MAIDEN NAME

Verification Response*

Password*

Repeat Password*

Enter the data exactly as it appears on the envelope your GPC card came in.

User ID must be 7 to 12 characters.

Password must be 8 – 12 characters with at least one number.



C.A.R.E. TRAINING



C.A.R.E.
Customer Automation & Reporting Environment

Username:

Password:

Login



Forgot your password? [Click here](#)

You must enter your **username** and **password**. The first time you enter your password you will be prompted to create a new one. Passwords must be 8 - 12 characters long and include at least one number. The system will not accept Special characters.

On-Line
Registration

Help



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



E-Services

U.S. Bancorp

- ☐ Transaction Management
- ☐ Reports
- ☐ E-Partners
- ☐ Communications
- ☐ Administration

Help

Log Out

Welcome to C.A.R.E.

This is the next screen you will see. The following items are available.

Transaction Management is used to update your purchases transaction log, reconcile and approve your purchases, and approve your monthly statement.


Reports are used to print your monthly statement.

Administration is used to change your password.



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS



Transaction Management

Reports

E-Partners

Communications

Administration

Help

Log Out

E-Services

U.S. Bancorp

Welcome to C.A.R.E.

Welcome to U.S. Bank Customer Automation & Reporting Environment, C.A.R.E. As the name indicates we put you, our customer, first and hope that you rely on C.A.R.E. as an indispensable reporting and account management tool.

Click on **Transaction Management**.
(It may take a few moments to load so be patient)



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts Transactions Transaction Log

Select a cardholder account and cycle to view summary information.

Cardholder Account Number	Cardholder Name	Cycle Date	Total Amount	Status
471630000	REED, THOMAS, J			

Highlight your account by clicking on your account number or name.

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number:	Transactions Pending:	Approve
Cardholder Name:	Total Amount Pending:	
Cycle Date:	Transactions Approved:	
Statement Status:	Total Amount Approved:	
	Transactions Disputed:	
	Total Amount Disputed:	
Approval/Rejection Date:	Total Number of Transactions:	
Approved/Rejected By:	Total Amount of Transactions:	
Transactions Rejected:		



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts Transactions Transaction Log

Select a cardholder account and cycle to view summary information.

Cardholder Account Number	Cardholder Name	Cycle Date	Total Amount	Status
471630000	REED, THOMAS, J	05/23/2003	1429.39	Open
		04/23/2003	928.89	Unapproved
		03/21/2003	1362.19	Approved
		02/21/2003	2090.46	Approved
		01/23/2003	909.08	Approved
		12/23/2002	889.86	Approved

You must now click on a "**cycle date**" to review and approve your transactions.

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number: 471630000

Cardholder Name: REED, THOMAS, J

Cycle Date:

Statement Status:

Approval/Rejection Date:

Approved/Rejected By:

Transactions Rejected:

Transactions Pending:

Total Amount Pending:

Transactions Approved:

Total Amount Approved:

Transactions Disputed:

Total Amount Disputed:

Total Number of Transactions:

Total Amount of Transactions:

Approve



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts Transactions Transaction Log

Select a cardholder account and cycle to view summary information.

Cardholder Account Number	Cardholder Name
47163000	REED,THOMAS,J

Cycle Date	Total Amount	Status
05/23/2003	1429.39	Open
04/23/2003	928.89	Unapproved
03/21/2003	1362.19	Approved
02/21/2003	2090.46	Approved
01/23/2003	909.08	Approved
12/23/2002	889.86	Approved

Once you select a cycle date, the other tabs at the top will become active and allow you to select them.

Then click on the "**Transactions**" tab.

Cardholders can approve individual transactions as they post to your statement – you don't have to wait until the end of the billing cycle.

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number: 471630000

Cardholder Name: REED,THOMAS,J

Cycle Date: 04/23/2003

Statement Status: Unapproved

Approval/Rejection Date:

Approved/Rejected By:

Transactions Rejected: 0

Transactions Pending: 8

Total Amount Pending: 928.89

Transactions Approved: 0

Total Amount Approved: 0.00

Transactions Disputed: 0

Total Amount Disputed: 0.00

Total Number of Transactions: 8

Total Amount of Transactions: 928.89

Approve



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

You will see all the transactions that have posted during the selected billing cycle.

You can see the transaction status, date of transaction, merchant name, etc.

In the middle of the screen you will see 5 additional **Transaction Data** tabs.

To **approve transactions**, you have to select each one individually. Then click on the **Log Detail** tab.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts **Transactions** Transaction Log

Select transaction to view detail. Account Number: 471630000 Account Name: REED, THOMAS J Cycle Date: 04/23/2003

Selecting a Reject Reason Code will display the legend

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Pending	04/21/2003	IMPAC REBATE-THANK Y	09229	D	-27.10			
Pending	04/18/2003	FCC*FRANKLIN COVEY C	800-257-1812	UT	31.16			40564315-1
Pending	04/07/2003	A.A.F.E.S. WUERZBURG CA	APO AE	TX	3.60			0000000000000000
Pending	04/07/2003	A.A.F.E.S. WUERZBURG MAI	8700 WUERZBUR		7.62			0000000000000000
Pending	04/02/2003	VERSANDHANDEL MISCO	LANGEN		632.64			
Pending	03/27/2003	GSA/CUST SUP WUERZB	BURLINGTON	NJ	67.49			WK4FUB30867020
Pending	03/21/2003	A.A.F.E.S. WUERZBURG MAI	8700 WUERZBUR		35.85			0000000000000000
Pending	03/19/2003	GSA/CUST SUP WUERZB	BURLINGTON	NJ	177.63			WK4FUB30787004

View All Search

Transaction Detail Additional Trans. Detail Trans. Line Item Detail **Log Detail** Log Line Item Detail

Status: Pending
Transaction Date: 04/21/2003
Posting Date: 04/21/2003
Processed By: H680LTX1
04/22/2003
Transaction Amount: -27.10
Allocation Details:

Accounting Code	Amount	Percent
Default	-27.10	100.00

Merchant Name: IMPAC REBATE-THANK YOU
Dispute Reason:
VISA Description:

Approve Dispute Reallocate



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

On the **Log Detail** tab, you will need to fill in as much information as possible for the transaction selected (highlighted in blue at the top of the screen).

Cardholders are required to fill in all data available for each transaction. If the purchase was made in a foreign currency, the **Source Currency** must be identified and the **Source Amount** must be entered.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts Transactions Transaction Log

Select transaction to view detail. Selecting a Reject Reason Code will display the legend

Account Number: 47163001 Account Name: REED, THOMAS, J Cycle Date: 04/23/2003

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Pending	04/21/2003	IMPAC REBATE-THANK Y 09229		D	-27.10			
Pending	04/18/2003	FCC*FRANKLIN COVEY C 800-257-1812		UT	31.16			40564315-1
Pending	04/07/2003	A.AFES WUERZBURG CA APO AE		TX	3.60			0000000000000000
Pending	04/07/2003	A.AFES WUERZBURG MAI 8700 WUERZBUR			7.62			0000000000000000
Pending	04/02/2003	VERSANDHANDEL MISCO LANGEN			632.64			
Pending	03/27/2003	GSA/CUST SUP WUERZB BURLINGTON		NJ	67.49			WK4FUB30867020
Pending	03/21/2003	A.AFES WUERZBURG MAI 8700 WUERZBUR			35.85			0000000000000000
Pending	03/19/2003	GSA/CUST SUP WUERZB BURLINGTON		NJ	177.63			WK4FUB30787004

View All Search

Transaction Detail Additional Trans. Detail Trans. Line Item Detail Log Detail Log Line Item Detail

Transaction Date: 04/07/2003 Need Date: / /

Date Received: 05/07/2003 Due Date: / /

Merchant: A.AFES WUERZBURG PX

Transaction Amt.: 3.60 Freight Amount: 0.00

Sales Tax: 0.00 Misc. Amount: 0.00

Source Currency: Source Amount: 0.00

Requestor Name: MANAGEMENT BRANCH

Trans. Method: IN PERSON

Authorization #:

Vendor Order #:

Other:

Shipped To:

Comment:

Save Log Reconcile

Once complete, click on the **Log Line Item Detail** tab.



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CARDHOLDER INSTRUCTIONS

Once the line item detail data has been input for the purchase, click the **Enter** button and then return to the **Log Detail** by clicking the tab.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts Transactions Transaction Log

Select transaction to view detail

Account Number: 47163000 Account Name: REED, THOMAS, J Cycle Date: 04/23/2003

Selecting a Reject Reason Code will display the legend

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Pending	04/21/2003	IMPAC REBATE-THANK Y 09229		D	-27.10			
Pending	04/18/2003	FCC*FRANKLIN COVEY C 800-257-1812		UT	31.16			40564315-1
Pending	04/07/2003	AAFES WUERZBURG CA APO AE		TX	3.60			0000000000000000
Pending	04/07/2003	AAFES WUERZBURG MAI 8700 WUERZBUR			7.62			0000000000000000
Pending	04/02/2003	VERSANDHANDEL MISCO LANGEN			632.64			
Pending	03/27/2003	GSA/CUST SUP WUERZB BURLINGTON		NJ	67.49			VWK4FUB30867020
Pending	03/21/2003	AAFES WUERZBURG MAI 8700 WUERZBUR			35.85			0000000000000000
Pending	03/19/2003	GSA/CUST SUP WUERZB BURLINGTON		NJ	177.63			VWK4FUB30787004

View All Search

Transaction Detail Additional Trans. Detail Trans. Line Item Detail Log Detail Log Line Item Detail

Quantity: 1.0000 Unit Price: 3.60
Unit of Measure: EACH Part #:
Item Description: DOCUMENT PROTECTORS Item Comment:

Enter Delete

Quantity	Unit of Measure	Item Description	Unit Price	Subtotal
New Entry				

Total: 0.00



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Once all data has been entered, click on **Save Log**. This will approve the transaction, and change the transaction status from pending to approved.

You will have to repeat this process to approve each transaction.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts Transactions Transaction Log

Select transaction to view detail. Selecting a Reject Reason Code will display the legend

Account Number: 47163001 Account Name: REED, THOMAS, J Cycle Date: 04/23/2003

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Pending	04/21/2003	IMPAC REBATE-THANK Y 09229		D	-27.10			
Pending	04/18/2003	FCC*FRANKLIN COVEY C 800-257-1812		UT	31.16			40564315-1
Approved	04/07/2003	A.AFES WUERZBURG CA APO AE		TX	3.60			0000000000000000
Pending	04/07/2003	A.AFES WUERZBURG MAI 8700 WUERZBUR			7.62			0000000000000000
Pending	04/02/2003	VERSANDHANDEL MISCO LANGEN			632.64			
Pending	03/27/2003	GSA/CUST SUP WUERZB BURLINGTON		NJ	67.49			WK4FUB30867020
Pending	03/21/2003	A.AFES WUERZBURG MAI 8700 WUERZBUR			35.85			0000000000000000
Pending	03/19/2003	GSA/CUST SUP WUERZB BURLINGTON		NJ	177.63			WK4FUB30787004

View All Search

Transaction Detail Additional Trans. Detail Trans. Line Item Detail Log Detail Log Line Item Detail

Transaction Date: 04/07/2003 Need Date: / / Date Received: 05/07/2003 Due Date: / / Requestor Name: MANAGEMENT BRANCH Trans. Method: IN PERSON Authorization #: Vendor Order #: Other: Shipped To: Comment:

Merchant: A.AFES WUERZBURG PX Transaction Amt.: 3.60 Freight Amount: 0.00 Sales Tax: 0.00 Misc. Amount: 0.00 Source Currency: Source Amount: 0.00

Save Log Reconcile



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Reallocation

Reallocation is for those activities that will have more than one fund cite to choose from when approving transactions for payment. Your resource management will advise you on the use of this option.

On the Transactions Tab, go to **Transaction Detail**.

Click on **Reallocate**

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts **Transactions** Transaction Log

Select transaction to view detail. Selecting a Reject Reason Code will display the legend

Account Number: **4716300** Account Name: **MENEG** Cycle Date: **05/23/2002**

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Approved	05/07/2002	EUROGROUP S.R.L.	PERNUMIA		2749.21			
Approved	05/03/2002	A.A.F.E.S. VICENZA M	APO AE	TX	212.78			000000000000
Approved	04/22/2002	GOLDEN LION	VICENZA		800.00			

View All Search

Transaction Detail Additional Trans. Detail Trans. Line Item Detail Log Detail Log Line Item Detail

Status: **Approved** Merchant Name: **EUROGROUP S.R.L.**

Transaction Date: **05/07/2002** Dispute Reason:

Posting Date: **05/08/2002** VISA Description:

Processed By: **PMEN**

Transaction Amount: **2749.21**

Allocation Details:

Accounting Code	Amount	Percent
Default	2749.21	100.00

Approve Dispute **Reallocate**



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

The window **Reallocate Transaction** will appear.

The transaction will appear at the top. You will then select the reallocation data by choosing the appropriate **Alternate Accounting Code** from the drop down menu.

Your Resource Management office will give you additional guidance.

Reallocate Transaction

Transaction Information:

△ Status	Trans. Date	Merchant	City	State	Amount	Rejected
Approved	05/07/2002	EUROGROUP S.R.L.	PERNUMIA		2749.21	

Alternate Accounting Code:

Accounting Code:

DRM MGMT & MANPOWER
CAD

△ Segment Name	Value	Required
----------------	-------	----------

Amount: 0.00 or Percent: 0.00
Remaining: 0.00 0.00

Add
Delete

△ Accounting Code	Amount	Percent
Default	2749.21	100.00
New Entry		

Submit Cancel



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Once you have chosen the alternate line of accounting, the Accounting Code information automatically populates. (You cannot change this information)

Type in the **amount** or **percentage** of the transaction to be reallocated to the selected alternate accounting code.

You must reallocate 100% of the transaction amount to one of the listed alternate accounting codes.

You can then click on **submit** to approve the transaction.

Reallocate Transaction

Transaction Information:

△ Status	Trans. Date	Merchant	City	State	Amount	Rejected
Approved	05/07/2002	EUROGROUP S.R.L.	PERNUMIA		2749.21	

Alternate Accounting Code:

Accounting Code:

△	Segment Name	Value	Required
	APPROPRIATION DATA	212002200220200000	Y
	OAC		N
	ASN	3370	Y
	UIC	GPCODM	Y
	PEC		N

Amount: or Percent:
Remaining:

△	Accounting Code	Amount	Percent
	Default	2749.21	100.00
	New Entry		



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Disputing Transactions

Transactions can be disputed in CARE.

Highlight the transaction and then click on the **Transaction Detail** Tab.

You will then have the option to Dispute the transaction by clicking on the **dispute** button.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accounts Transactions Transaction Log

Select transaction to view detail.

Account Number: [REDACTED] Account Name: ANDERSON, DIXIE L Cycle Date: 09/25/2001

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Purchase ID
Pending	09/10/2001	B H SERVICES INC	RAPID CITY	SD	115.06		00000000000
Approved	09/11/2001	SERVALL UNIFORM & LI	605-3430680	SD	10.60		132120
Pending	08/29/2001	B H SERVICES INC	RAPID CITY	SD	185.73		00000000000
Approved	08/23/2001	B H SERVICES INC	RAPID CITY	SD	337.36		00000000000
Approved	08/23/2001	B H SERVICES INC	RAPID CITY	SD	18.34		00000000000

View All Search

Transaction Detail Additional Transaction Detail Trans. Line Item Detail Log Detail Log Line Item Detail

Status: **Approved** Merchant Name: **SERVALL UNIFORM & LINEN**

Transaction Date: **09/11/2001** Dispute Reason:

Posting Date: **09/12/2001** VISA Description:

Processed By: **AFDLANDERSON**

Transaction Amount: **10.60**

Allocation Details:

Accounting Code	Amount	Percent
Default	10.60	100.00

Approve Dispute Reallocate



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

In the **Drop Down List** you will **select** the reason for the Dispute.

You should use the comments sections to provide any additional information.

Once you have filled out the form you will click the **submit** button, or cancel if you don't need to submit the dispute.

You can also request a Sales Draft (receipt).

A screenshot of a web-based "Dispute Transaction Form". The form has a purple title bar. It contains a "Dispute Reason:" label with a red asterisk, followed by a dropdown menu. The dropdown menu is open, showing a list of reasons: ALTERATION OF AMOUNT, CREDIT NOT RECEIVED, DUPLICATE PROCESSING, INADEQUATE DESCRIPTION/UNRECOGNIZED CH, MERCHANDISE NOT RECEIVED, MERCHANDISE RETURNED, NOT AS DESCRIBED, OTHER REASON, SERVICES NOT RECEIVED, and UNAUTHORIZED. Below the dropdown is a "Comment:" label followed by a large text input area. At the bottom of the form are three buttons: "Request Sales Draft", "Submit", and "Cancel". Arrows from the text blocks on the left point to the dropdown menu, the comment text area, the "Request Sales Draft" button, and the "Submit" button.

DISPUTES HAVE TO BE SUBMITTED WITHIN 60 DAYS OF THE DATE OF THE STATEMENT ON WHICH THE TRANSACTION APPEARS. You can dispute a transaction even if it was previously approved – you just select the cycle date (statement) where the transaction appears and then dispute the transaction by following the procedures above.



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

After you have approved, disputed or reallocated all of the transactions for the billing cycle, you may now proceed to approve your statement.

Click on **Cardholder Accounts** tab

Approve the cycle by clicking on the **Approve** button. This is the final step in approving your statement.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Cardholder Accts Transactions Transaction Log

Select a cardholder account and cycle to view summary information.

Cardholder Account Number	Cardholder Name
4716300	REED, THOMAS, J

Cycle Date	Total Amount	Status
05/23/2003	1429.39	Open
04/23/2003	928.89	Unapproved
03/21/2003	1362.19	Approved
02/21/2003	2090.46	Approved
01/23/2003	909.08	Approved
12/23/2002	889.86	Approved

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number: 4716300
Cardholder Name: REED, THOMAS, J
Cycle Date: 04/23/2003
Statement Status: Unapproved

Approval/Rejection Date:
Approved/Rejected By:

Transactions Rejected: 0

Transactions Pending: 8
Total Amount Pending: 928.89
Transactions Approved: 0
Total Amount Approved: 0.00
Transactions Disputed: 0
Total Amount Disputed: 0.00

Total Number of Transactions: 8
Total Amount of Transactions: 928.89


Approve



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

REPORTS



[E-Services](#)[U.S. Bancorp](#)

[Transaction Management](#)[Reports](#)[E-Partners](#)[Communications](#)[Administration](#)

[Help](#)[Log Out](#)

Member FDIC
© U.S. Bancorp 2001

Welcome to C.A.R.E.

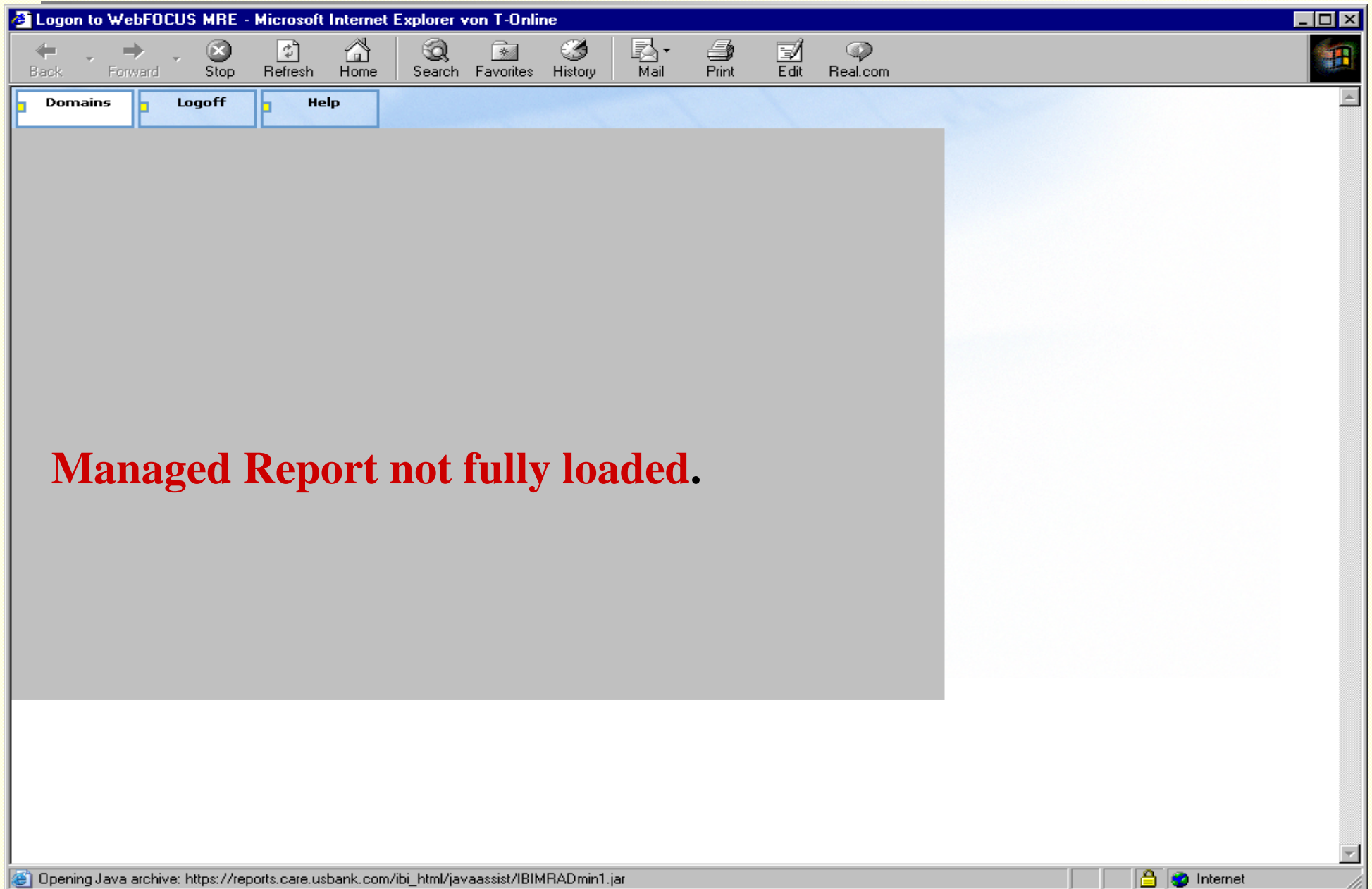
Welcome to U.S. Bank Customer Automation & Reporting Environment, C.A.R.E. As the name indicates we put you, our customer, first and hope that you rely on C.A.R.E. as an indispensable reporting and account management tool.

[Top of the Page](#)



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS





C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Logon to WebFOCUS MRE - Microsoft Internet Explorer von T-Online

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com

Domains Logoff Help

New Open Edit Rpt Graph **SAVE** **SEARCH** **RUN** DEF Stat DEL Prop HELP

Repository
TSYS

CLICK 'TSYS' TO ACCESS THE FOLDERS THAT CONTAIN THE LIST OF REPORTS.

Applet started Internet



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Logon to WebFOCUS MRE - Microsoft Internet Explorer von T-Online

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Managed Reporter

Repository
TSYS

Standard Reports My Reports Shared Reports Reporting Objects

- 1. Member Lists
- 2. Past Due Reports
- 3. Exception Reports
- 4. Summary Reports
- 5. Data Files
- 6. Transaction Management Reports

Done Internet



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

Logon to WebFOCUS MRE - Microsoft Internet Explorer von T-Online

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Domains Logoff Help

Managed Reporter

Repository
TSYS

Standard Reports My Reports Shared Reports Reporting Objects

TSYS

- 1. Member Lists
- 2. Past Due Reports
- 3. Exception Reports
- 4. Summary Reports
 - Merchant Category Summary
 - Monthly Spending Summary
 - Transaction Summary
 - Vendor Analysis Summary
- 5. Data Files
- 6. Transaction Management Reports
 - Account Activity Detail
 - Account Activity Summary
 - Cardholder Full Transaction Detail
 - Managing Account Certification Status
 - Managing Account Summary
 - Transaction Log Analysis

2. Click run to access report.

1. Select the desired report from the drop down menu.

Done Internet



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

After selecting your report, you then select the report period from the **Report By** block – the **Cycle End Date** option will reflect the data as it appears on the hardcopy statement.

From the drop down menus, select the appropriate Month and Year.

The **Show Allocation** section gives you the option to include the accounting classification data for your purchases in the report.

For the **Report Output**, you can select to view the report with the browser or you can view / save it as either an Excel or PDF file.

Now you can click on **Submit** to generate the report.

A screenshot of the "Cardholder Full Transaction Detail" web form. The form has a light gray background with horizontal lines separating sections. At the top, the title "Cardholder Full Transaction Detail" is in a dark gray header. Below the title, there is a "Select Report:" label followed by a dropdown menu showing "Cardholder Full Transaction Detail". The "Report By:" section has three radio buttons: "Cycle End Date" (selected), "Posting Date Range", and "Default Date". Below "Cycle End Date" are two dropdown menus for "Month" (showing "Oct") and "Year" (showing "2001"). To the right, there are "From:" and "To:" labels, each followed by "Month", "Day", and "Year" dropdown menus. The "Show Allocation:" section has two radio buttons: "Yes" and "No" (selected). The "Report Output:" section has three radio buttons: "Browser", "Excel", and "PDF" (selected). At the bottom right, there are "Reset" and "Submit" buttons. Four black arrows originate from the text blocks on the left and point to specific parts of the form: the first arrow points to the "Select Report:" dropdown, the second points to the "Show Allocation:" radio buttons, the third points to the "Report Output:" radio buttons, and the fourth points to the "Submit" button.



C.A.R.E. TRAINING

CARDHOLDER INSTRUCTIONS

This is the report you will see if you select **PDF** as the report output format.

You should print the reports in **Landscape** format for best results.

If you choose **Excel** the report will open up as an Excel spreadsheet.

If you select the **Browser** option the report will open up as a new web page.

The recommended format is either Excel or PDF. Either format will allow you to save the reports to your computer.

Cardholder Full Transaction Detail

Cycle End Date: 10/25/2001
Managing Account Number: [REDACTED]
Cardholder Account Number: [REDACTED]
Cardholder Name: [REDACTED]

Tran Status	Tran Date	Post Date	Trans Amount	Sales Tax	Purchase ID	Merchant Name	Authorize Number	Reference Number
Unapproved	10/05/2001	10/06/2001	\$945.07	\$.00	000000000000000000	B H SERVICES INC	020811	24270761279200544580087
Unapproved	10/10/2001	10/12/2001	\$214.12	\$.00	000000000000000000	B H SERVICES INC	097815	24270761284200544580114
Unapproved	10/10/2001	10/12/2001	\$284.58	\$.00	000000000000000000	B H SERVICES INC	099754	24270761284286520801012
Unapproved	10/10/2001	10/12/2001	\$364.03	\$.00	000000000000000000	B H SERVICES INC	089772	2427076128428652080102C
Unapproved	10/10/2001	10/12/2001	\$435.97	\$.00	000000000000000000	B H SERVICES INC	033889	24270761284286520801036
Unapproved	10/10/2001	10/12/2001	\$447.29	\$.00	000000000000000000	B H SERVICES INC	097182	24270761284286520801046
Unapproved	10/10/2001	10/12/2001	\$465.71	\$.00	000000000000000000	B H SERVICES INC	014069	2427076128428652080105C
Unapproved	10/12/2001	10/15/2001	\$169.00	\$.00	000000000000000000	B H SERVICES INC	000446	24270761286200544580104
Unapproved	10/12/2001	10/15/2001	\$365.43	\$.00	000000000000000000	MAIL BOXES ETC #3912	032481	2432301128625128402010E
Unapproved	10/17/2001	10/19/2001	\$265.09	\$.00	000000000000000000	B H SERVICES INC	035380	24270761291286544580056
Unapproved	10/18/2001	10/22/2001	\$27.89	\$.00	017110480	KNECHT HOME CENTER	007331	2432300129213801710480C
Unapproved	10/17/2001	10/22/2001	\$59.85	\$.00		IMPRESSIONS RUBBER STAMP	055537	2441789129436591292739C
Unapproved	10/22/2001	10/24/2001	\$188.36	\$.00	000000000000000000	B H SERVICES INC	015589	24270761296200520801027
Unapproved	10/22/2001	10/24/2001	\$147.34	\$8.34	622950029	NATL SEMINARS 8006825061	026129	2441295129600100499020C

Report Run Date: 10/31/2001 Time: 13.55.08

End of Cardholders Procedures Sections



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



C.A.R.E.
Customer Automation & Reporting Environment

Username:

Password:

Login



On-Line
Registration

Help

Forgot your password? [Click here](#)



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

APPROVING YOUR BILLING OFFICIAL ACCOUNT

Once your cardholders have approved their accounts, you as the Billing Official must review the cardholder accounts and certify your account for payment by DFAS. The billing official account includes all of the cardholder accounts under you. This incorporates a “checks and balance” to the expenditure of Government funds.

By you certifying your account for payment, you are agreeing that the funds were spent properly and only for official requirements, and acknowledge and accept pecuniary liability.

To review your cardholder accounts and to certify your billing official account take the following actions.



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



E-Services

U.S. Bancorp

- ☐ Account Setup
- ☐ Account Maintenance
- ☒ **Transaction Management**
- ☐ Status
- ☐ Reports
- ☐ Communication
- ☐ E-Partners
- ☐ Cost Allocation
- ☐ Administration

Help

Log Out

Member FDIC
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Transaction Management is used to review your cardholders' purchases, their purchases transaction logs, and to certify your statement for payment by DFAS.

Top of the Page



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts Cardholder Accts Transactions Transaction Log

Select a managing account and cycle to view summary information.

Managing Account Number	Managing Account Name	Cycle Date
4716304.....	HURLEY, DONNY	

Click on your name or account number to bring up the cycle dates to choose from.

Managing Account Summary Information for Selected Cycle

Cardholder Statements Pending:	Transactions Pending:	
Cardholder Statements Approved:	Total Amount Pending:	
Cardholder Statements Returned:	Transactions Approved:	
Total Number of Cardholder Accounts:	Total Amount Approved:	
	Transactions Disputed:	
	Total Amount Disputed:	
EDI Enabled:		
Invoice Amount:		
Cycle Status:	Total Number of Transactions:	
	Total Amount of Transactions:	



C.A.R.E. TRAINING

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U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts Cardholder Accts Transactions Transaction Log

Select a managing account and cycle to view summary information.

Managing Account Number	Managing Account Name
4716304556	HURLEY, DONNY

Cycle Date
06/23/2003
05/23/2003
04/23/2003
03/21/2003
02/21/2003
01/23/2003

Next you will need to select the cycle date you want to enter.

Search Accounts

Managing Account Summary Information for Selected Cycle

Cardholder Statements Pending:	Transactions Pending:
Cardholder Statements Approved:	Total Amount Pending:
Cardholder Statements Returned:	Transactions Approved:
Total Number of Cardholder Accounts:	Total Amount Approved:
	Transactions Disputed:
	Total Amount Disputed:
EDI Enabled:	
Invoice Amount:	
Cycle Status:	Total Number of Transactions:
Certification Date:	Total Amount of Transactions:
Certified by:	

Certify Invoice



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts Cardholder Accts Transactions Transaction Log

Select a managing account and cycle to view summary information.

Managing Account Number	Managing Account Name
4716304556	HURLEY, DONNY

Cycle Date
06/23/2003
05/23/2003
04/23/2003
03/21/2003
02/21/2003
01/23/2003

Once you select the cycle date the Cardholder Accts tab will become active so that you can enter your cardholder accounts and statements.

Managing Account Summary Information for Selected Cycle

Cardholder Statements Pending: 3	Transactions Pending: 4
Cardholder Statements Approved: 3	Total Amount Pending: 906.49
Cardholder Statements Returned: 0	Transactions Approved: 15
Total Number of Cardholder Accounts: 6	Total Amount Approved: 4083.00
	Transactions Disputed: 0
	Total Amount Disputed: 0.00
EDI Enabled: Y	Total Number of Transactions: 19
Invoice Amount: 4989.49	Total Amount of Transactions: 4989.49
Cycle Status: Unapproved	
Certification Date:	
Certified by:	

Certify Invoice



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts **Cardholder Accts** Transactions Transaction Log

Select a cardholder account to view summary information.

Managing Account Number: 47163045 Managing Account Name: HURLEY, DONNY

Acting on behalf of Cardholder? No

Cardholder Account Number	Cardholder Account Name	Total Amount	Status
4716300	BAZZOCCHI,ARTURO,~	0.00	Approved
4716300	BEDIN,TIZIANO,~	2134.90	Unapproved
4716300	PRETTO,CATHY,D	1946.58	Approved
4716300	ROSAS,FLORENCE	757.03	Unapproved
4716300	SCHMIDT,GEORGE,A	0.00	Approved
4716300	SULLIVAN, SELENE	150.98	Unapproved

Statement status

Select the cardholder you want to review by clicking on the name. This will activate the remaining tabs for transactions and the transaction log at the top of the screen.

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number: Transactions Pending: Approve

Cardholder Name: Total Amount Pending:

Cycle Date: Transactions Approved:

Statement Status: Total Amount Approved:

Approval/Rejection Date: Transactions Disputed:

Approved/Rejected By: Total Amount Disputed:

Transactions Rejected: Total Number of Transactions:

Total Amount of Transactions:



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts **Cardholder Accts** Transactions Transaction Log

Select a cardholder account to view summary information.

Managing Account Number: 471630455 Managing Account Name: HURLEY, DONNY Acting on behalf of Cardholder? No

Cardholder Account Number	Cardholder Account Name	Total Amount	Status
4716300004	BAZZOCCHI,ARTURO,~	0.00	Approved
4716300004	BEDIN,TIZIANO,~	2134.90	Unapproved
4716300004	PRETTO,CATHY,D	1946.58	Approved
4716300004	ROSAS,FLORENCE	757.03	Unapproved
4716300004	SCHMIDT,GEORGE,A	0.00	Approved
4716300004	SULLIVAN,SELENE	150.98	Unapproved

Once a cardholder is selected you can click on the transactions tab to review the account activity for the selected billing cycle.

At the bottom of this page you will see a summary of the transactions for the billing cycle.

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number: 4716300004716302
Cardholder Name: ROSAS, FLORENCE
Cycle Date: 05/23/2003
Statement Status: Unapproved

Approval/Rejection Date:
Approved/Rejected By:

Transactions Rejected: 0

Transactions Pending: 1
Total Amount Pending: 757.03
Transactions Approved: 0
Total Amount Approved: 0.00
Transactions Disputed: 0
Total Amount Disputed: 0.00

Total Number of Transactions: 1
Total Amount of Transactions: 757.03

Approve



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

IF CARDHOLDER DOES NOT APPROVE THEIR STATEMENT WITHIN 15 CALENDAR DAYS AFTER THE CLOSE OF THE BILLING CYCLE THEY WILL BE LOCKED OUT OF C.A.R.E., AND THE APPROVING OFFICIAL MUST APPROVE THEIR STATEMENT BEFORE BEING ABLE TO CERTIFY THE BILLING OFFICIAL STATEMENT.

If your cardholder is unavailable (TDY, deployed, on leave, etc.) you can approve the cardholder statement for them by “Acting on behalf of cardholder”. If within the first 15 days, you change the “acting on behalf of cardholder” button from NO to YES, if it is after 15 days do not change from no to yes because the cardholder is locked out and the approving official has to approve the statements.



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts **Cardholder Accts** Transactions Transaction Log

Select a cardholder account to view summary information.

Managing Account Number: **47163045** Managing Account Name: **HURLEY, DONNY** Acting on behalf of Cardholder? **No**

Cardholder Account Number	Cardholder Account Name	Total Amount	Status
47163000	BAZZOCCHI,ARTURO,~	0.00	Approved
47163000	BEDIN,TIZIANO,~	2134.90	Unapproved
47163000	PRETTO,CATHY,D	1946.58	Approved
47163000	ROSAS, FLORENCE	757.03	Unapproved
47163000	SCHMIDT,GEORGE,A	0.00	Approved
47163000	SULLIVAN, SELENE	150.98	Unapproved

To Act on behalf of the cardholder
change button from NO to YES in
the drop down menu.

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number: **47163000**
Cardholder Name: **ROSAS, FLORENCE**
Cycle Date: **05/23/2003**
Statement Status: **Unapproved**

Approval/Rejection Date:
Approved/Rejected By:

Transactions Pending: **1**
Total Amount Pending: **757.03**
Transactions Approved: **0**
Total Amount Approved: **0.00**
Transactions Disputed: **0**
Total Amount Disputed: **0.00**

Transactions Rejected: **0**
Total Number of Transactions: **1**
Total Amount of Transactions: **757.03**

Approve



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts **Cardholder Accts** Transactions Transaction Log

Select a cardholder account to view summary information.

Managing Account Number: 4716304 Managing Account Name: HURLEY, DONNY

Acting on behalf of Cardholder? No

Cardholder Account Number	Cardholder Account Name	Total Amount	Status
4716300	BAZZOCCHI,ARTURO,~	0.00	Approved
4716300	BEDIN,TIZIANO,~	2134.90	Approved
4716300	PRETTO,CATHY,D	1946.58	Approved
4716300	ROSAS,FLORENCE	757.03	Approved
4716300	SCHMIDT,GEORGE,A	0.00	Approved
4716300	SULLIVAN, SELENE	150.98	Approved

Once all cardholder statements have been reviewed and approved, you must then **CERTIFY** your statement for payment. To do this go back to the Managing Accts tab by clicking on it.

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number:	Transactions Pending:	Approve
Cardholder Name:	Total Amount Pending:	
Cycle Date:	Transactions Approved:	
Statement Status:	Total Amount Approved:	
Approval/Rejection Date:	Transactions Disputed:	
Approved/Rejected By:	Total Amount Disputed:	
Transactions Rejected:	Total Number of Transactions:	
	Total Amount of Transactions:	



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts Cardholder Accts Transactions Transaction Log

Select a managing account and cycle to view summary information.

Managing Account Number	Managing Account Name
47163045XXXXXXX	JOHN DOE

Cycle Date
06/23/2003
05/23/2003
04/23/2003
03/21/2003
02/21/2003
01/23/2003

Managing Account Summary Information for Selected Cycle

Cardholder Statements Pending: 3	Transactions Pending: 4
Cardholder Statements Approved: 3	Total Amount Pending: 906.49
Cardholder Statements Returned: 0	Transactions Approved: 15
Total Number of Cardholder Accounts: 6	Total Amount Approved: 4083.00
	Transactions Disputed: 0
	Total Amount Disputed: 0.00
EDI Enabled: Y	Total Number of Transactions: 19
Invoice Amount: 4989.49	Total Amount of Transactions: 4989.49
Cycle Status: Unapproved	
Certification Date:	
Certified by:	

Certify Invoice



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

The U.S. Bank logo is in the top left of the interface.

E-ServicesU.S. Bancorp

- Account Setup
- Account Maintenance
- Transaction Management
- Status
- Reports**
- Communication
- E-Partners
- Cost Allocation
- Administration

Help

Log Out

Welcome to C.A.R.E.

U.S. Bank will be installing database enhancements over the weekend. C.A.R.E. will be unavailable from Friday, September 28 at 5 p.m. CT through Monday, October 1 at 7 a.m. CT. U.S. Bank apologizes for any inconvenience that this may cause.

As a BO, you or your Resource Advisor may need to track or look-up the expenditure of funds for certain periods of time. You can print a report that shows how much is spent using the following procedures.



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

Logon to WebFOCUS MRE - Microsoft Internet Explorer von T-Online

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com

Domains Logoff Help

Managed Reporter

Repository
TSYS

Standard Reports My Reports Shared Reports Reporting Objects

- TSYS
 - 1. Member Lists
 - 2. Past Due Reports
 - 3. Exception Reports
 - 4. Summary Reports
 - Merchant Category Summary
 - Monthly Spending Summary
 - Transaction Summary
 - Vendor Analysis Summary
 - 5. Data Files
 - 6. Transaction Management Reports
 - Account Activity Detail
 - Account Activity Summary
 - Cardholder Full Transaction Detail
 - Managing Account Certification Status
 - Managing Account Summary
 - Transaction Log Analysis

Two of the most useful are the **Transaction Summary** and the **Cardholder Full Transaction Detail** reports

Done Internet



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

[Click Here if you wish to use Default Dates \(previous month\)](#)

[Click here if you want to select your own range of dates](#)

You have two different options for the report period. One is for the previous month – from the 1st through the last day of the month. The other is to create your own date range – up to 90 days. Best to create your own date range using the 24th of the month through the 23rd of the next month (cycle dates) to create a report that will reflect the transaction data for the billing cycle.



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



Monthly Transaction Summary

Would you like to save this report as:

- ☒ An Excel File
☐ View it on-screen
☐ PDF

Submit

Select the report output format.

You should print the reports in **Landscape** format for best results.

If you choose **Excel** the report will open up as an Excel spreadsheet.

If you select the **Browser** option the report will open up as a new web page.

If you select PDF it will save as a PDF file.

The recommended format is either Excel or PDF. Either format will allow you to save the reports to your computer.

Then click on the **submit** button to download the report.



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS



I.M.P.A.C.T.

Government Services

Monthly Transaction Summary

Please Select A Level

Level 1 Level 2 Level 3 Level 4 Level 5 Level 6 Level 7

[00000](#) [00000](#) [00000](#) [00000](#) [00000](#) [00000](#) [00000](#)

[47163](#) [00057](#) [00088](#) [04690](#) [XXXXXXXXXX](#) [00000](#) [00000](#)

Now you must identify the account you want to print. Select your "Level 5" number (same as company number).



C.A.R.E. TRAINING

BILLING OFFICIALS INSTRUCTIONS

REMEMBER:

- Cardholders have 3 working days after Billing Cycle (23rd) to complete Transaction Logs, reconcile and approve of purchases.
- Billing Officials have 2 days after that to Approve Billing Statements.
- Billing Officials can act in behalf of Cardholders and complete Transaction Logs, reconcile and approve of purchases.
- 15 days after Billing Cycle, Cardholders are locked out of that cycle and Billing Official MUST complete the above.